



“Stay in the Sunlight” Strategies for Stress Management

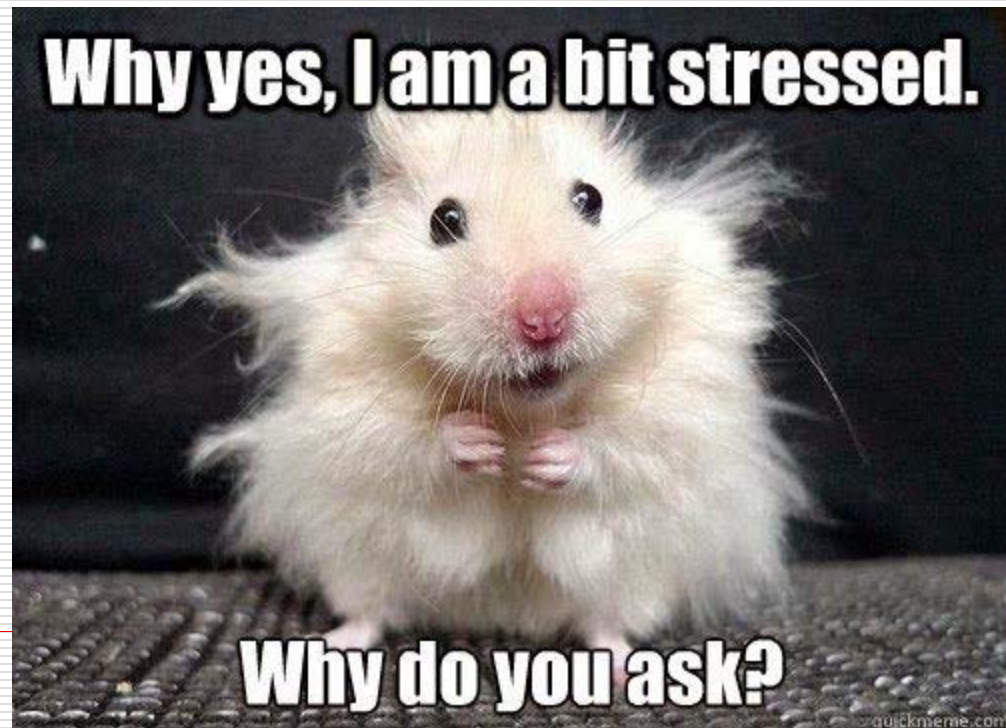
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OR... "Everything in moderation."

**EVERYTHING IN
MODERATION.
EXCEPT BACON.**

STRESS!!!

- “Stress: The confusion created when one's mind overrides the body's basic desire to choke the living daylights out of some jerk who desperately deserves it”





Think, think, think.

-
- Think of your workplace/job.
 - Jot down quickly the top three things that are stressful about it.
 - Share with your neighbor.
 - Remember your list – keep it handy.

STRESS PROCESS

Stressors

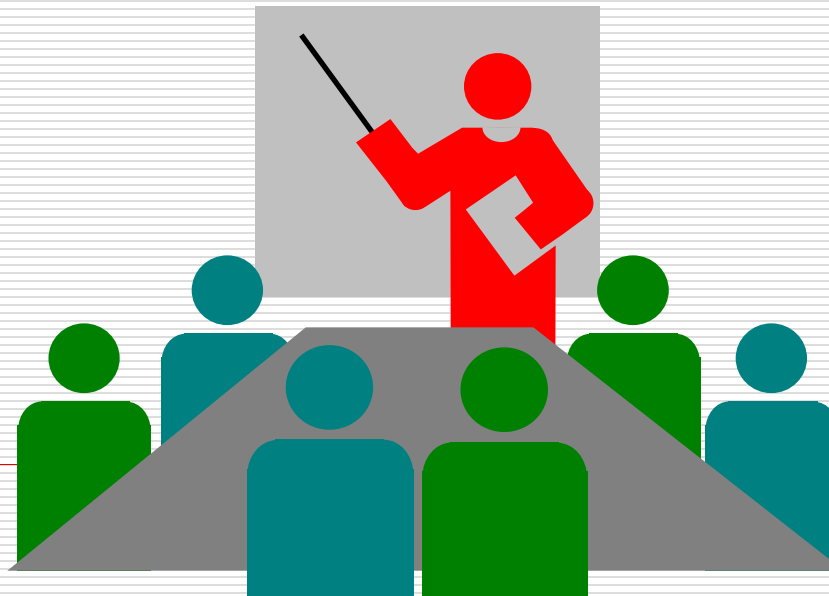
Intervening Factors

Stress Reactions

- **Catastrophes**
- **Major Life Events and/or Changes**
- **Daily Hassles**

- **Appraisal**
- **Perceived Control**
- **Personality**
- **Social Support**
- **Coping Behaviors**

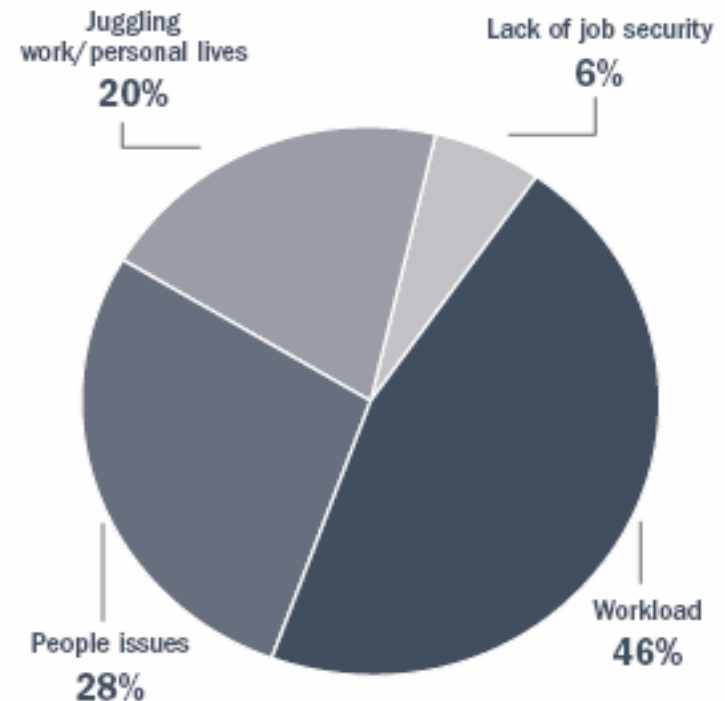
- **Physiological**
- **Emotional**
- **Cognitive**
- **Behavioral**



STRESS!!!!

- American Institute of Stress (2014) estimated 1 of 5 Americans feels stress so intense that it manifests in shaking, heart palpitations, and clinical depression.
- The 2012 Workplace Survey released by the [American Psychological Association](#) suggests that many Americans report chronic work-related stress. 41% said they "feel tense or stressed out during the workday," an uptick from last year's 36% figure.
- NIOSH (2014)
 - 40% of workers reported their job was very or extremely stressful
 - 25% view their jobs as the number one stressor in their lives

Main Causes of Stress



Source: EAP provider ComPsych's first half of 2006 StressPulse Survey.

Stress Engages the Fight or Flight Response -

<https://www.youtube.com/watch?v=RyP8L3qTW9Q>

FIGHT OR FLIGHT RESPONSE

RESULTING SYMPTOMS

Mind and body set on high alert watching out for signs of danger.

Sense of danger, impending doom, Agitation - uneasiness - can't relax

Rapid breathing helps to divert blood to vital organs

Dizziness - Lightheadedness - Hyperventilation

'Tunnel Vision' - Peripheral vision is diminished so that sight is centrally focused (on any danger) Pupils of the eyes widen to let in more light.

Eye strain - Fear of going blind Blurred vision / spots in front of eyes - Sensitivity to light Feelings of unreality

Adrenaline increases heart rate sending blood to major muscle groups - to prepare for action.

Rapid heart beat - Palpitations - Flutters - Feeling of 'skipped' or 'missed' beats. Tight chest - Choking sensation

Increase in sweat so that the body does not overheat.

Sweating (even in cold) Hot and cold flushes

Stomach produces extra acid and digestive juices. Muscle action increases to quickly digest and eliminate food

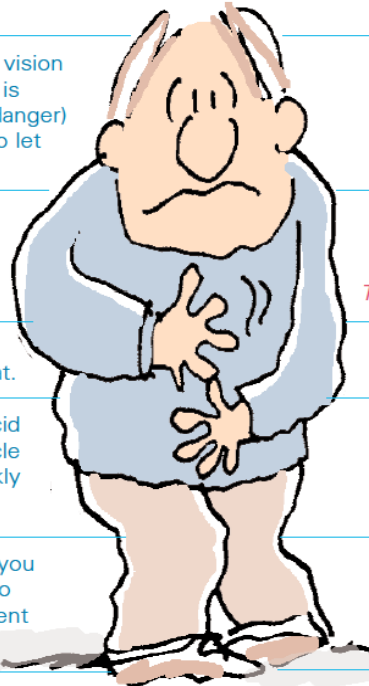
Frequently needing toilet Nausea 'Butterflies' Churning stomach Acidity Indigestion - Diarrhoea

Muscles tense to prepare you for a quick departure and to make the body more resilient to attack.

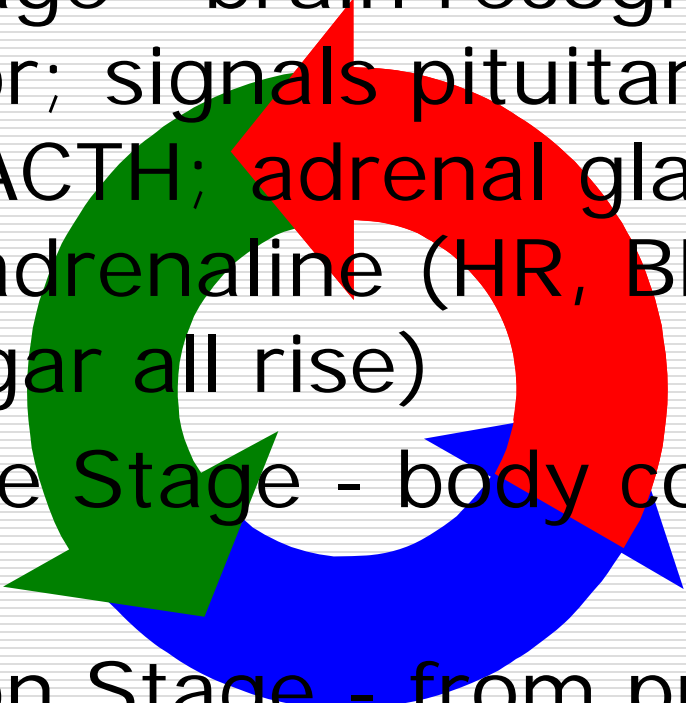
Muscle tension - Shaking Stiffness Trembling - 'Jelly legs' - Twitching Even severe pain at times.

Blood vessels to skin constricted reducing any potential blood loss especially in hands and feet.

Cold clammy hands - 'Pins and needles' - Tingling sensations or numbness in hands and feet



HANS SELYE'S GENERAL ADAPTATION SYNDROME

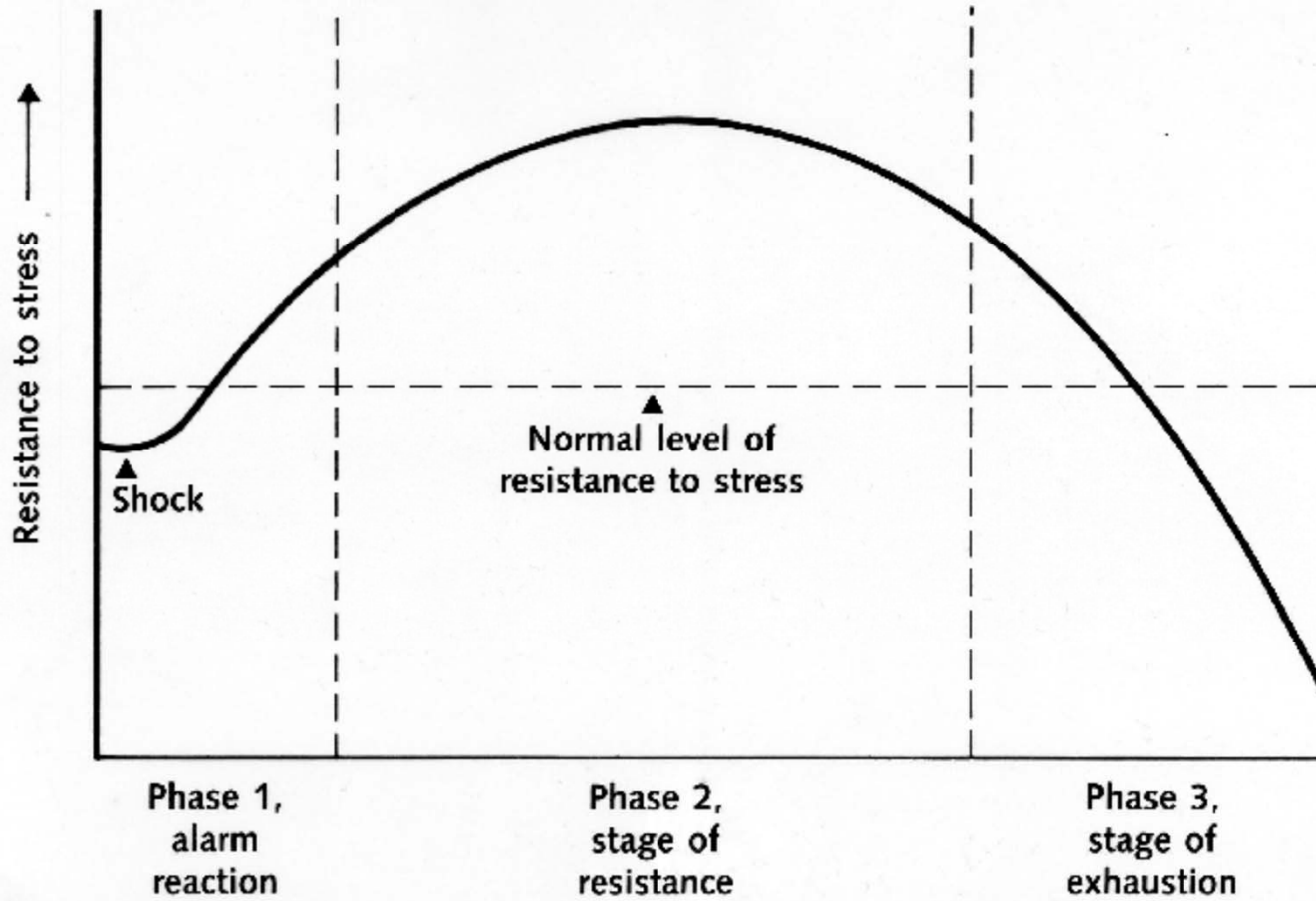
- ❑ Alarm Stage - brain recognizes attack of stressor; signals pituitary to produce ACTH; adrenal glands produce adrenaline (HR, BP, and Blood Sugar all rise)
 - ❑ Resistance Stage - body combats stressor
 - ❑ Exhaustion Stage - from prolonged resistance; body begins to shut down
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Transparency 107

Figure 18-3, page 510

Selye's general adaptation syndrome

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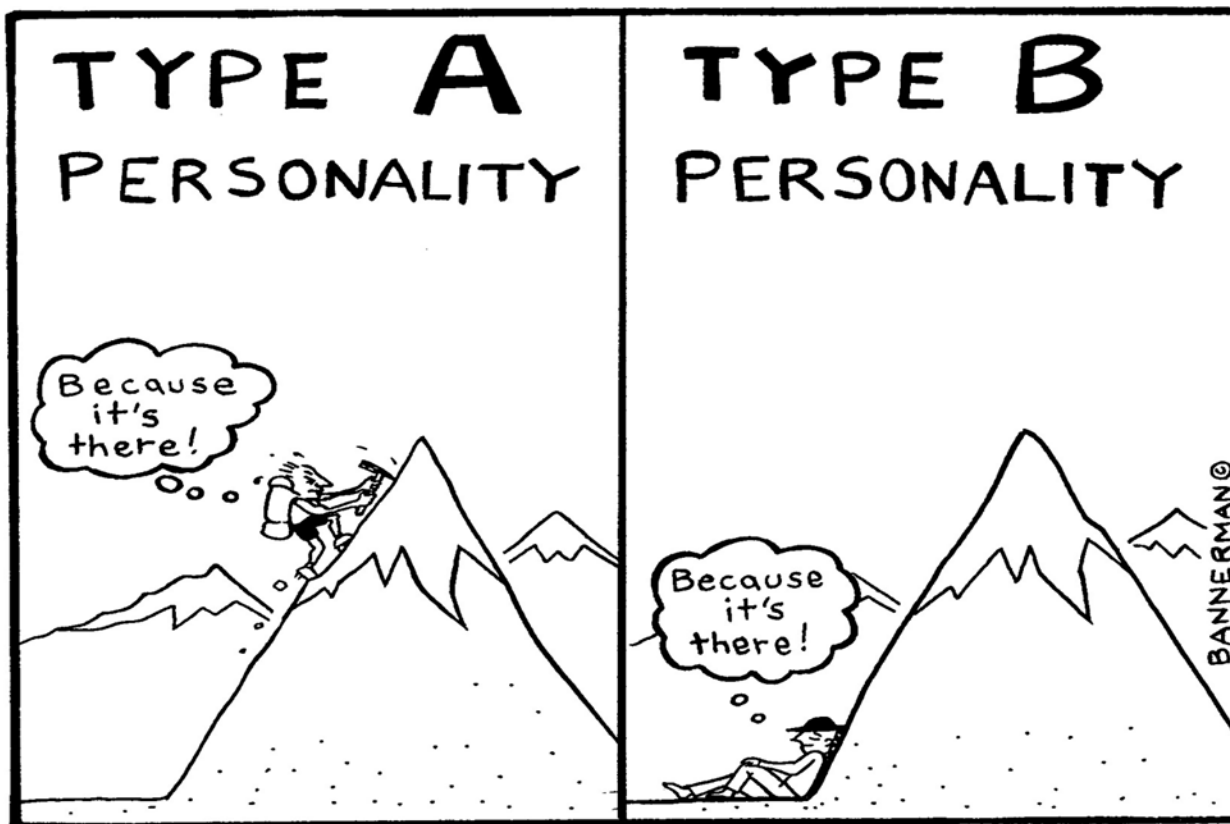
Immune-Stress Vicious Cycle



*Everyday stress you experience due to a hectic, modern-day lifestyle.

Personality Factors

□ Type A



Personality Factors



- Optimism
- Hardiness
- Self-esteem (also, Self-efficacy)
- Locus of Control – Internal
- Positive Affectivity
- Tolerance for Ambiguity

Sample measures

Stressful Live Events Scale

- <https://www.stress.org/holmes-rahe-stress-inventory/>

Daily hassles and uplifts scale

- http://www.theresilienceprogramme.co.uk/sites/default/files/download-files/hassles_and_uplifts_scale.pdf

Self Esteem

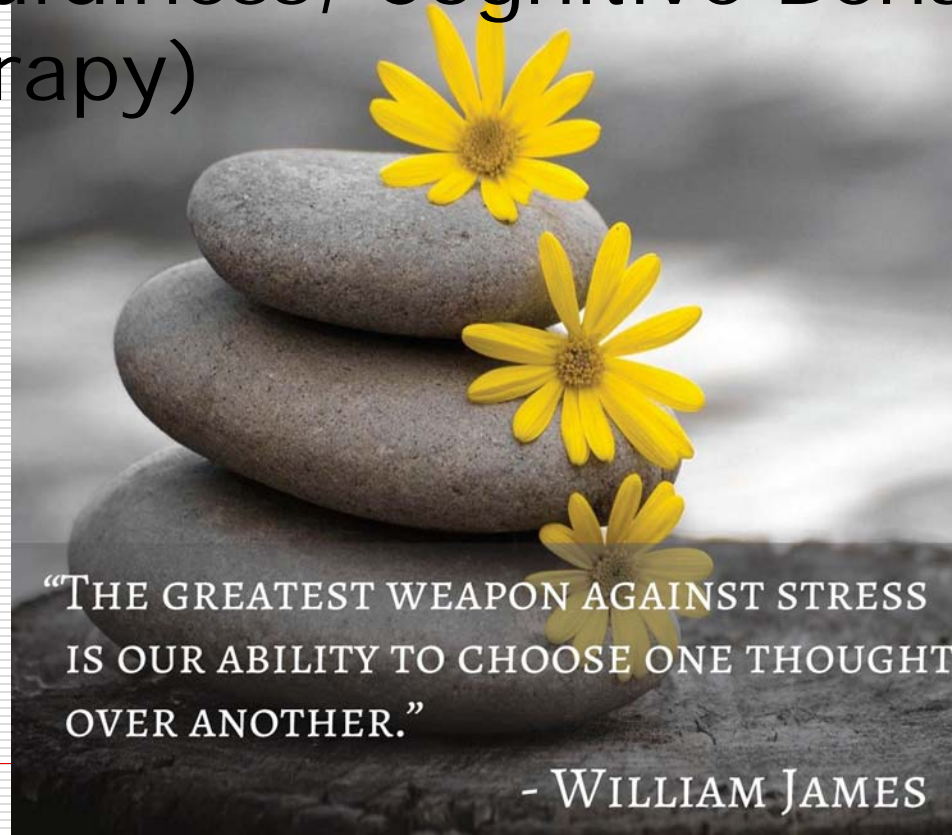
- <https://www.psychologytoday.com/tests/personality/self-esteem-test>

Locus of Control

- <https://www.psychologytoday.com/tests/personality/locus-control-attributional-style-test>

Coping/Stress Reduction – Applied to yourself or those you supervise/manage

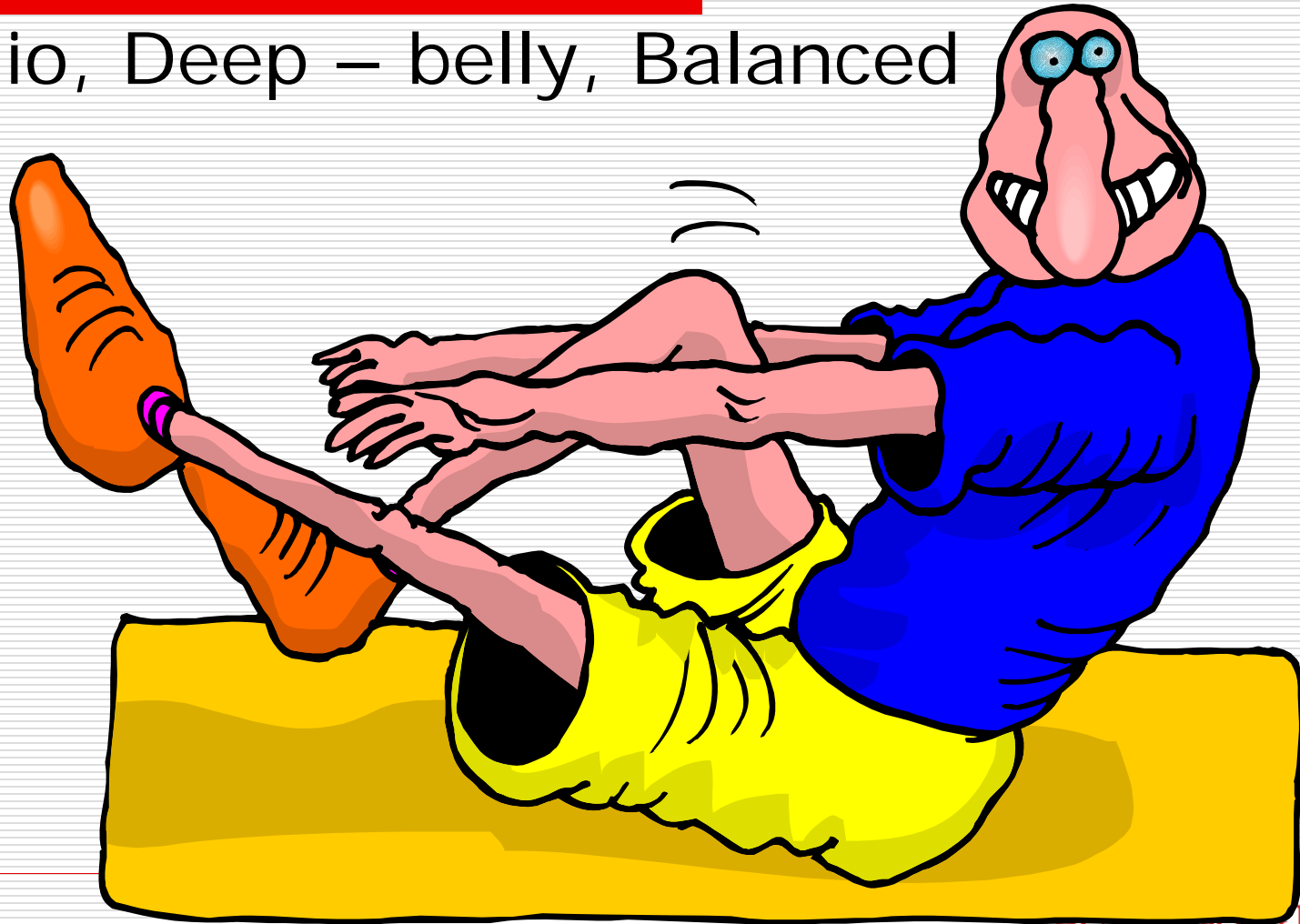
- Cognitive Strategies (e.g., Mindfulness, Cognitive Behavioral Therapy)



Stress Reduction Techniques

Exercise, Breathing & Nutrition

(Cardio, Deep – belly, Balanced



Major Job Stressors

- ❑ Job Conditions - ***amount of control
- ❑ Role Stress
- ❑ Interpersonal Factors
- ❑ Career Development
- ❑ Organizational Structure
- ❑ Work-Family Interface
- ❑ Organizational change



Job Conditions

- ❑ Work overload – quantitative & qualitative
- ❑ Work underload
 - Repetitive actions; monotony; punctuated periods
- ❑ People decisions
- ❑ Physical/environmental dangers
- ❑ Shift work
- ❑ Technostress



Interpersonal Factors

- ❑ Poor work and social support systems
- ❑ Political rivalry, jealousy or anger
- ❑ Lack of concern by management for workers



OFFICE POLITICS

I didn't say it was your fault,
I said I was blaming you.

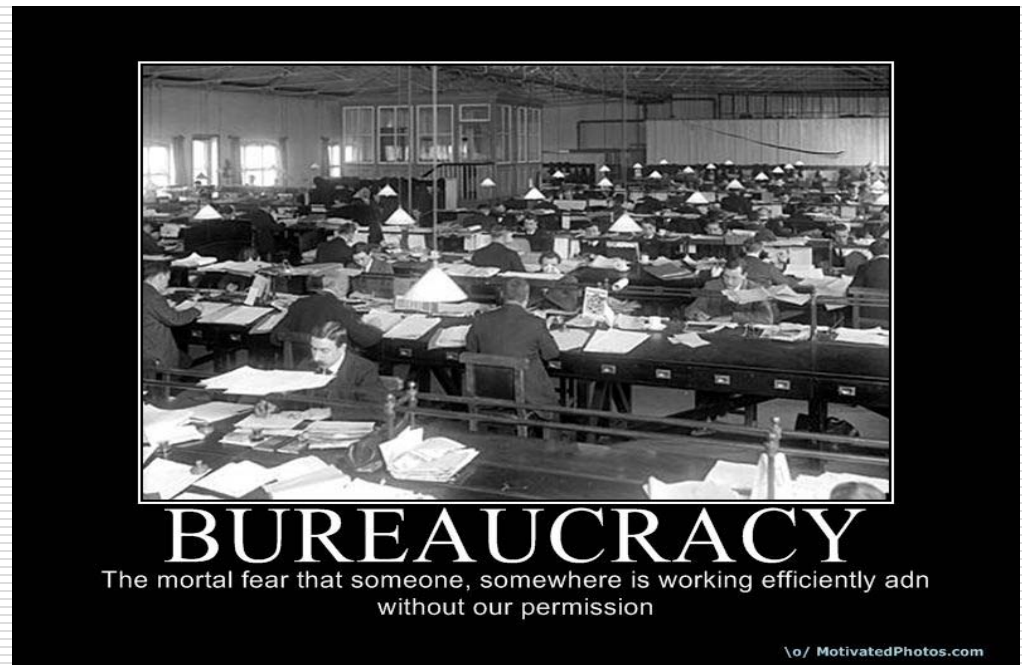
Career Development

- Overpromotion
- Underpromotion
- Job security
- Career plateauing
- 'Glass ceiling' and other barriers
- Lack of future opportunities
- Lack of career development support by company



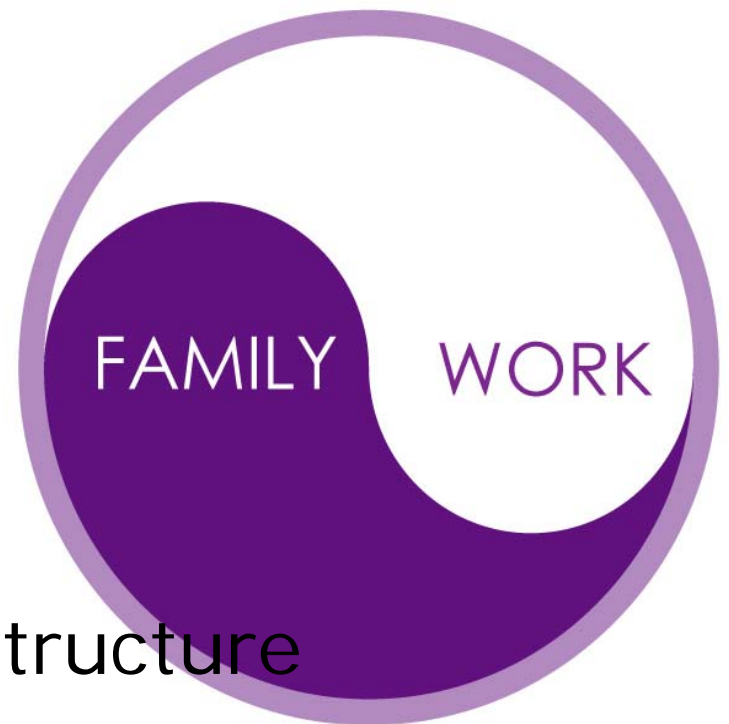
Organizational Structure

- ❑ Rigid, bureaucratic structures
- ❑ Impersonal structures
- ❑ Political battles
- ❑ Inadequate supervision and/or training
- ❑ Nonparticipative decision-making
- ❑ Authoritarian leadership



Work-Family Interface

- ❑ Spillover
- ❑ Lack of support from significant other
- ❑ Marital conflict
- ❑ Dual-career stress
- ❑ Financial pressure
- ❑ Lack of social support
- ❑ Lack of tangible support
- ❑ Organizational practices/structure not 'family-friendly'



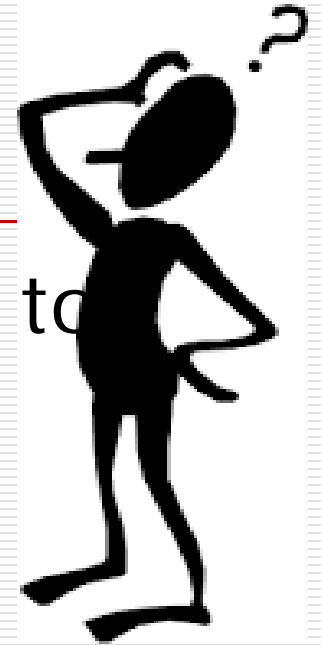
Strategies for Coping with Work Stress

- Role negotiation/redefinition/clarification
 - Requesting or seeking training or professional development
- Time management training
- Delegating
- Developing assertiveness
 - e.g., asking for flexible work arrangements or equipment or training
 - e.g., establishing boundaries (saying "no")



Two specific challenges

- Working with virtual teams – how to engage, communicate effectively, help all “players” feel accountable
- How to deal with politics, poor performance, poor attitudes...often:
 - Without direct authority (or perhaps being at same peer level)
 - When dealing with contractors (over whom you have no official authority)



Two Words:

- Motivation
- Communication

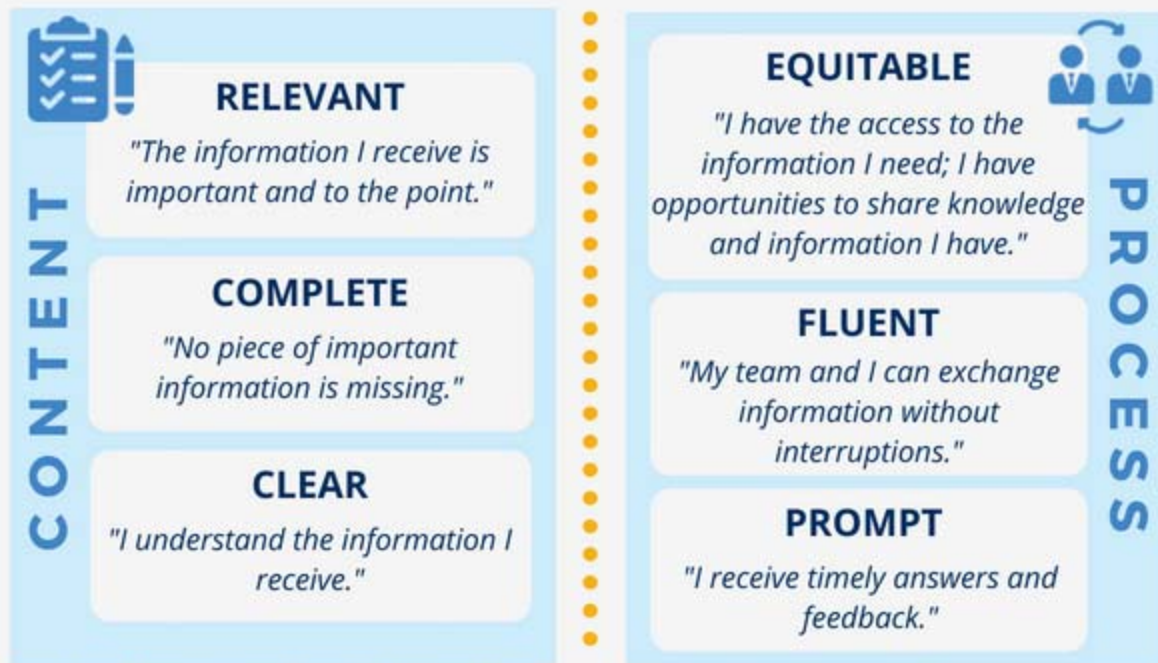


Communication interventions

- Team building (?)
- Developing facilitator skills
 - Thinking through/planning use of technology
 - Developing emotional and social intelligence
 - Developing a climate of psychological safety
- Conflict negotiation
 - moving from a “zero sum game” mentality
 - shifting from a competitive style to a collaborative style

NUTS and BOLTS of effective communication

Good quality communication should be ...



Source: Marlow, S. L., Lacerenza, C. N., Paoletti, J., Burke, C. S., & Salas, E. (2018). Does team communication represent a one-size-fits-all approach?: A meta-analysis of team communication and performance. *Organizational Behavior and Human Decision Processes*, 144, 145-170. González-Romá, V., & Hernández, A. (2014). Climate uniformity: Its influence on team communication quality, task conflict, and team performance. *Journal of Applied Psychology*, 99(6), 1042.



Alternative Coping "Speed" Slides

□ Humor Therapy

- <https://www.youtube.com/watch?v=89frRi8GgGA&t=3s>
- Cultivate humor actively – friends, hobbies/relaxation, work



Alternative Coping "Speed" Slides

□ Art Therapy



Alternative Coping “Speed” Slides

- Pet Therapy
 - unconditional love



Alternative Coping “Speed” Slides

- Music Therapy
 - ‘wisdom’ is...pick soothing, slow music with no lyrics
 - Daus’ ‘wisdom’ is...pick something that you know will fit the mood you are trying to cultivate
 - <https://www.youtube.com/watch?v=ru0K8uYEZWw>



Alternative Coping "Speed" Slides

- Spirituality
 - prayer
 - meditation
 - faith
 - connecting with nature
 - community

